

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Recall Campaign Launch Notification</b> <b>Check Pirelli Tires</b> <b>MY18-19 E-Class Coupe/Cabriolet (238 platform)</b>	DATE: February 21, 2025

## **IMPORTANT RECALL CAMPAIGN UPDATE**

Please see the attached documents related to the campaign listed above.

Please note that all customer inquiries should be directed to the Customer Care Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



<b>Recall Campaign Launch Notification</b>			<b>February 21, 2025</b>
<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Check Pirelli Tires</b>
2025010008	25V023	25P4092213	
<p>This is to notify you of the <b>new Recall Campaign</b> to check the Pirelli Cinturato tires on <b>165</b> Model Year (“MY”) 2018-2019 E-Class Coupe/Cabriolet (238 platform) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on <b>February 21, 2025</b>.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY18-19 E-Class Coupe/Cabriolet (238 platform) vehicles, the maximum permissible inflation pressure on the original equipment tires was marked incorrectly. The tires were designed and engineered as having a maximum inflation pressure of 350 kPa, for which the tires meet regulatory requirements, but were marked as having a maximum permissible inflation pressure of 340 kPa. The tires therefore do not comply with FMVSS 139, S5.5(c), which requires that tires be marked with the correct maximum permissible inflation pressure. Additionally, due to the mislabeling, the tires were subject to a different strength requirement under FMVSS 109, which the tires were not designed to satisfy.</p>		
<b>What We’re Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the tires on the potentially affected vehicles and replace them if necessary.</p>		
<b>Parts</b>	<p><b>The remedy is available and can be performed.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2018-2019		
<b>Vehicle Model</b>	E-Class Coupe/Cabriolet		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	165		
<b>Total Vehicles in Dealer Inventory</b>	0		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is available, the vehicles will be flagged as “OPEN” and Work Instructions will be available in NetStar VMI and Xentry Portal. Once the repair is complete the vehicle may be sold or leased.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s).</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed on March 7, 2025.		
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.		
<b>Customer Reimbursement</b>	Customer reimbursement is not being offered for this campaign.		
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Care Center at 1-800-FOR-MERCEDES.</p>			



# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2025010008, February 2025

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model E-Class (238 platform)**  
**Model Year 2018 – 2019**

## **Check Pirelli Tires**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY18-19 E-Class Coupe/Cabriolet (238 platform) vehicles, the maximum permissible inflation pressure on the original equipment tires was marked incorrectly. The tires were designed and engineered as having a maximum inflation pressure of 350 kPa (51 PSI), for which the tires meet regulatory requirements, but were marked as having a maximum permissible inflation pressure of 340 kPa (50 PSI). The tires therefore do not comply with FMVSS 139, S5.5(c), which requires that tires be marked with the correct maximum permissible inflation pressure. Additionally, due to the mislabeling, the tires were subject to a different strength requirement under FMVSS 109, which the tires were not designed to satisfy. An authorized Mercedes-Benz dealer will check the tires on the potentially affected vehicles and replace them if necessary.

Prior to performing this Campaign:

- **VMI must be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns and perform accordingly.**
- Please review the entire Campaign bulletin and follow the repair procedure exactly as described.

Approximately 165 vehicles are affected.

Order No. P-RC-2025010008

# Recall Campaign Bulletin

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## Check Pirelli Tires

Model: 238

### Check/Inspect Procedure

1. Check if the vehicle is fitted with the affected **Pirelli** tires, model **Cinturato P7**, dimension **245/45 R18 100Y XL MOE** and that the maximum pressure specified on the side wall of the tire is **340 kPa (50 PSI)**.

**i** The affected DOT date code (**Figure 1**) range is **1417 – 0619** (14<sup>th</sup> Week of 2017 – 06<sup>th</sup> Week of 2019).  
**Tires outside the affected range do not need to be replaced!**



Figure 1 – example of DOT date code

**i** It is possible that all tires are affected, or that mixed tires are installed on the vehicle.

**NOTE: If a single tire is affected on an axle, both tires on that axle must be replaced!**

- a. If the above-mentioned tires have a **340 kPa (50 PSI)** (**Figure 2**) inscription on the side wall: Perform **Work Procedure**.
- b. If the above-mentioned tires have a **350 kPa (51 PSI)** (**Figure 3**) inscription on the side wall: Do **not replace** tires and **End Measure**.

**i** Document Check/Inspect Procedure with informative pictures of the affected tire DOT date code and kPa inscription on the side wall and include this with the workshop order!

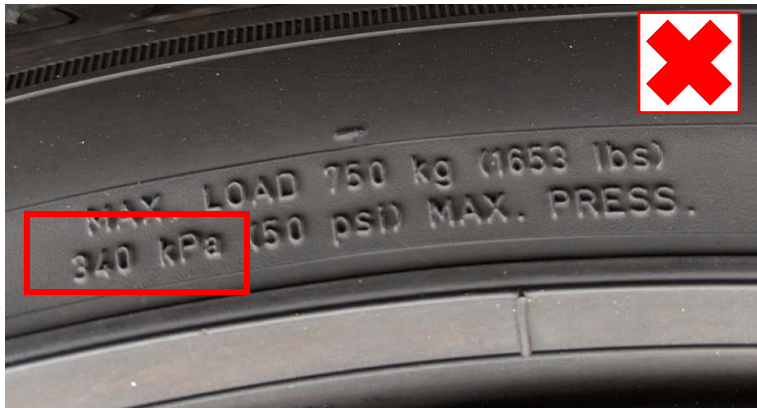


Figure 2 – Not OK specified pressure (340 kPa)

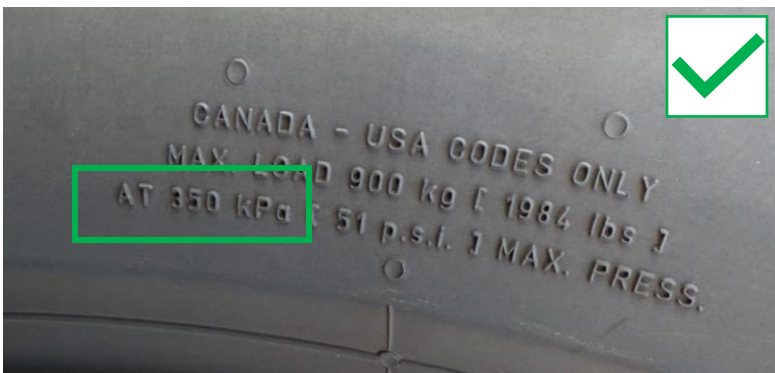


Figure 3 – OK specified pressure (350 kPa)

## Work Procedure

2. All tires with dimension 245/45 R18 100Y XL MOE **with** inscription **340 kPa (50 PSI)** on the side wall **are to be replaced**.

**i** For basic data, see AR40.10-P-1030EW.

**i** Render the affected tires unusable! Dispose of disassembled tires, valves, and balance weights properly. For this purpose, observe applicable legal requirements of the country.

## Primary Parts Information

Qty.	Part Name	Part Number
As required*	Run-flat tires	-

\* **Order Pirelli - Cinturato P7 - 245/45 R18 100Y XL MOE tires!**

**i** Order tires through the Dealer Tire Program. Balance weights are to be used as required and are included in the budget.

**i** Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

**i** **Note:** *The following allowable labor operation should be used when submitting a warranty claim for this repair:*


## Warranty Information

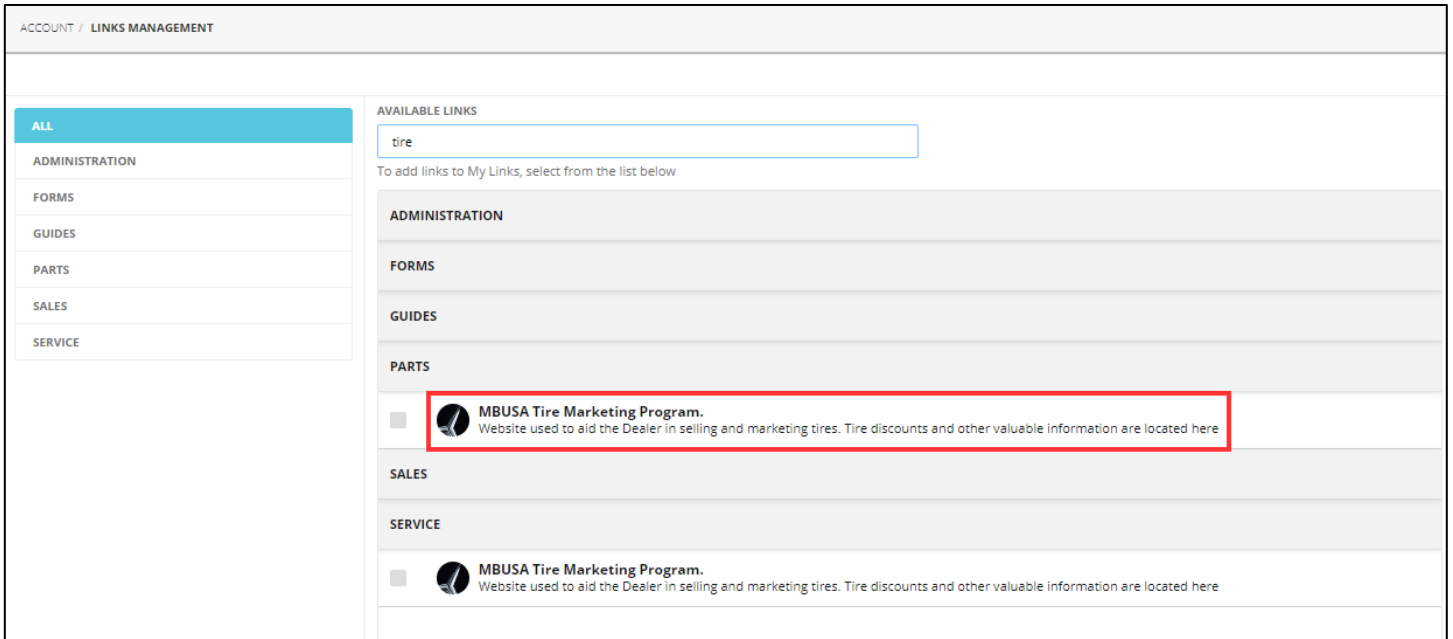
Damage Code	Operation Number	Description	Labor Time (hrs.)
40 922 13	12-2348*	Check <b>all tires</b>	0.1
	12-2349**	Replace <b>2 tires</b> (after check) <b>Includes:</b> Remove/install 2 wheel and tire assemblies. Extra work for removal/install with wheel lift dolly; replace 2 run-flat tires; balance 2 wheel and tire assemblies; glue balance weights onto rim; activate tire pressure monitoring system (TPM)	1.5
	12-2350**	Replace <b>4 tires</b> (after check) <b>Includes:</b> Remove/install 4 wheel and tire assemblies. Extra work for removal/install with wheel lift dolly; replace 4 run-flat tires; balance 4 wheel and tire assemblies; glue balance weights onto rim; activate tire pressure monitoring system (TPM)	2.3

\* Claim operation item following normal MBUSA Warranty Recall Campaign process.

\*\* Select operation item to match total tires replaced. Reference instructions below to claim **Tires** and **Labor** for warranty through the MBUSA Tire Marketing Program.

**i** **Note:** Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.

1. Visit NetStar, select  “My Link” next to your name, then select “SEE ALL” at the bottom.
2. Search “Tire” and select “MBUSA Tire Marketing Program”:



ACCOUNT / LINKS MANAGEMENT

AVAILABLE LINKS

tire

To add links to My Links, select from the list below

ADMINISTRATION

FORMS

GUIDES


PARTS

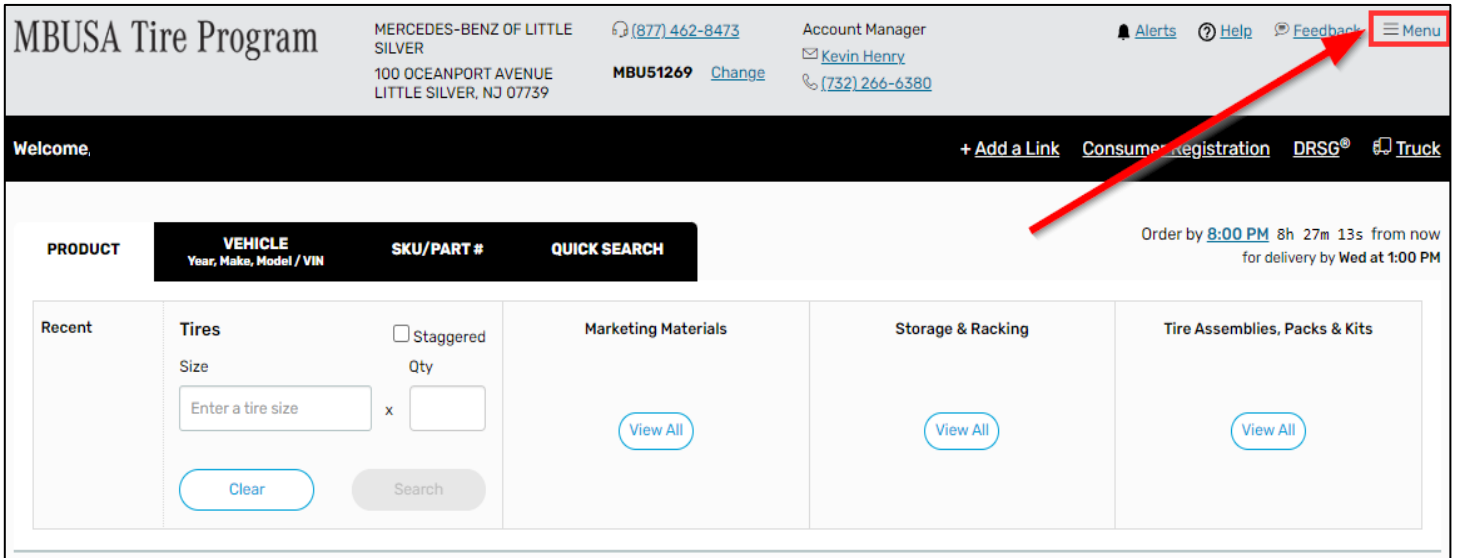
SALES

SERVICE

**MBUSA Tire Marketing Program.**  
Website used to aid the Dealer in selling and marketing tires. Tire discounts and other valuable information are located here

**MBUSA Tire Marketing Program.**  
Website used to aid the Dealer in selling and marketing tires. Tire discounts and other valuable information are located here

3. In the MBUSA Tire Program application, select  Menu in the upper right-hand corner:



MBUSA Tire Program

MERCEDES-BENZ OF LITTLE SILVER  
100 OCEANPORT AVENUE  
LITTLE SILVER, NJ 07739

(877) 462-8473  
MBU51269 [Change](#)

Account Manager  
Kevin Henry  
(732) 266-6380

Alerts Help Feedback **Menu**

Welcome, + Add a Link Consumer Registration DRSG® Truck

Order by **8:00 PM** 8h 27m 13s from now for delivery by Wed at 1:00 PM

PRODUCT VEHICLE Year, Make, Model / VIN SKU/PART # QUICK SEARCH

Recent Tires  Staggered Qty  
Size Enter a tire size x   
[Clear](#) [Search](#)

Marketing Materials [View All](#)

Storage & Racking [View All](#)

Tire Assemblies, Packs & Kits [View All](#)

#### 4. Select "Product Support Hub":

The screenshot shows the MBUSA Tire Program website interface. The top navigation bar includes links for '+ Add a Link', 'Consumer Registration', 'DRSG®', and 'Home'. The main content area is divided into sections for 'PRODUCT', 'VEHICLE' (Year, Make, Model / VIN), 'SKU/PART #', and 'QUICK SEARCH'. Below this are sections for 'Recent' (Tires, Marketing Materials, Storage & Racking, Tire Assemblies, Packs & Kits) and 'Featured Announcements'. A right-hand navigation menu is visible, with 'Product Support Hub' highlighted in a red box and indicated by a red arrow.

- Home
- SELL To Your Customers
  - Consumer Service Leads
  - DRSG®
  - SLI
- ORDER from MBUSA Tire Program
  - Order Status
  - Truck
  - Rebate History
- SERVICE After the Sale
  - Consumer Registration
  - Product Support Hub**
  - Vehicle Down Tire Request
  - Request DOT Registration Cards
- ABOUT the Program
  - Program Information
  - Marketing Information

#### 5. Select "Pirelli Recall" and continue to submit Claim:

The screenshot shows the 'How May We Help You?' page with the instruction: 'Please select an option below to get started. If you have a question or do not know which reason to select, please contact MBUSA Tire Program at (877) 462-8473'. Three options are presented in a grid:

- Pirelli Recall (NHTSA Recall No. 25T001)**: Pirelli has initiated a tire recall involving SKU 2479100 with DOT 93 4J T791 0417 through 0619. Impacted SKU: 2479100. Impacted DOT: 93 4J T791 0417 through 0619. Replacement SKU: Replace affected tires with the same Pirelli SKU Number. If the exact SKU number is not available, please replace with an appropriate SKU, which meets the same size and sidewall designations of the affected tire. (Note: Current inventory is not impacted by the condition associated with this recall). Tire Return Requirement: Tire(s) will not need to be returned to Warranty Center. View or Submit button: Pirelli Recall (NHTSA Recall No. 25T001) >
- Falken Recall (NHTSA Recall No. 24T013)**: Falken has initiated a tire recall involving SKU 28844003 with DOT 1DANU 3MER 3924. Impacted SKU: 28844003. Impacted DOT: 1DANU 3MER 3924. Replacement SKU: Replace affected tires with the same Falken SKU Number. If the exact SKU number is not available, please replace with an appropriate SKU, which meets the same size and sidewall designations of the affected tire. (Note: Current inventory is not impacted by the condition associated with this recall). Reimbursement - A reimbursement of dealer net as of the date the claim was submitted will be based on the recall SKU: 28844003. View or Submit button: Falken Recall (NHTSA Recall No. 24T013) >
- All Statuses**: Claim status for all claims can be viewed here. For additional information in regards to Tire Manufacturer Warranty, please visit Tire Manufacturer Warranty Information located within the Program Information page. View or Submit button: All Statuses >

### File A Claim ✕

Please Choose The Reason For Warranty:

Recall ▼

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- ▼

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Vehicle Installed

Stock Tire Inventory

Next →

**PLEASE NOTE:** Tire(s) will **not** need to be returned to the Dealer Tire Warranty Center, please disable and scrap the tires following applicable legal requirements.